

The Electronic Medical Records (EMR) Access Program

Agenda

- Program Overview
- How the Program Works
- Resources



Program Overview

The High Cost of Record Requests



UnitedHealthcare and our vendors send out millions of medical record requests a year so we can conduct clinical reviews and process claims.



We know these requests can:

- Be repetitive and unclear
- Drive up your administrative costs
- Take time away from patient care
- Delay your claims processing



That's why the UnitedHealthcare EMR Access Program aims to **make it easier** for you to do business with us.

Our goal is to:

- Collaborate with you to improve patient care
- Help you save time and money
- Make medical record collection more efficient
- Help your claims process faster

Program Benefits

The UnitedHealthcare EMR Access Program may **improve your experience** in many ways, including:

- Better care coordination
- More informed patient conversations
- Timely follow-up care and interventions
- Better patient adherence to your treatment plan
- Seamless transitions between facilities
- Faster clinical authorizations
- Lower administrative costs
- More time to focus on patient care
- Fewer medical record requests
- Decrease in pended or denied claims that require clinical information
- Fewer appeals and reconsiderations to file
- Better communication and collaboration between UnitedHealthcare and you





How the Program Works

Through the EMR Access Program, we offer several solutions* that allow us to directly access your EMR system so we can view and collect medical records remotely. These programs include:

- **EMR Basic Clinical Access:** Our concurrent review nurses obtain read-only access to review records of patients/members who are currently in a hospital setting. They use this information to conduct medical necessity and other reviews.
- **EMR Expanded Clinical Access:** Inclusive of basic access, as described above, our post-discharge teams collaborate with your clinicians to manage patients/members who've just been discharged from a hospital. The teams help coordinate best next steps of care and prevent a readmission or other adverse clinical effects.
- **EMR All Access:** Inclusive of expanded clinical access, as described above, by electronically printing clinical information straight from your EMR application, we can collect the medical records we need to process your claims — without involving you and your staff.

**These options are currently only available to hospitals and health systems.*

We take the privacy and security of our member information very seriously.

- We use technology that is **secure** and **compliant** with HIPAA privacy statutes and regulations.
- Our secure transfer prints the medical record information into a **secure document repository** where the medical requester will review the record.
- Our processes **meet all HIPAA and other regulatory requirements**.
- We're **HITRUST certified** – which adds another layer of security to help protect personal health information. For more information about HITRUST certification, please visit <https://hitrustalliance.net/>.

How We Use the Information

We use the information the same way we use medical records today except instead of asking you for the paper information and you sending it to us, we access the information we need directly from your EMR.

- The information we view is the same information you'd normally send us.
- We only print the files we need to complete the request.
- You can monitor and control our access to your system. Since we'll be using your EMR system, the security and control lies with you.



Resources

Have questions about how our EMR Access Program works? Contact your Provider Advocate.

Learn more about the program at UHCprovider.com/emr.

Get started by trying our Remote EMR Access tool on Link. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. Then, choose the EMR Access tool on your Link dashboard.

Thank You

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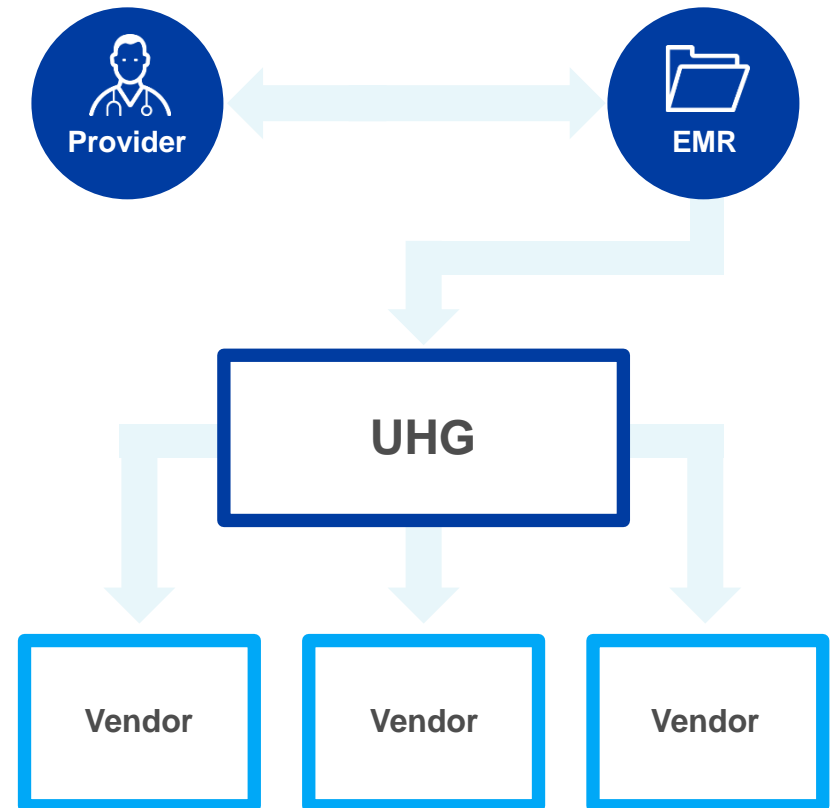
Appendix

Current vs. Future

Current:



Future:



Quick Facts



Doesn't change what we ask for — we already do this today by mail or fax.



Includes payment integrity pre/post-pay claim audits.



Eliminates all Payment Integrity medical record request letters you respond to today.



Requires .pdf capability instead of view only access.



Is secure and compliant — meeting all HIPAA and other compliance regulations.



Includes reviews by both UnitedHealthcare and our external vendors.

Next Steps



Give us permission to print records.



Give permission for our vendors to use the process.



Allow our technical teams to work with yours to get access.



Work with us on EMR training.



Let us to periodically check in on technical efficiencies and progress.



Next steps must be complete

- Meet and discuss technical requirements for print capability = 1 – 2 weeks.
- Send you names of team requesting access = 1 week.
- Plan for training or job aid review — 1 – 2 weeks, if needed.
- Test access for reliability and aligned expectations = 1 – 2 weeks.
- Switch on access = aim for less than 2 weeks.

**Each step depends on the need and resources on both sides*